



Department of Human Resources & Civil Service

Open Competitive Exam Announcement

Please Post Conspicuously

Maggie Brooks
County Executive

Brayton M. Connard
Director

OC-62984

Public Safety Dispatcher

Application Fee: **\$15.00**

Examination Date: **March 18, 2006**

Closing Date for Filing: **February 8, 2006** - Applications must be filed in our office or postmarked by this date

Salary: **\$28,106 - \$35,978 annually (Monroe Community College)**
\$27,685 - \$40,050 annually (Gates Fire District)
\$15.22 - \$22.86 hourly (Henrietta Fire District)
Varies with other Jurisdictions

Employment Opportunities: **The results of this exam may be used to fill vacancies, which may occur during the life of the eligible list.**

Minimum Qualifications:

Graduation from high school or possession of a high school equivalency diploma, plus EITHER:

- (A) One (1) year paid full-time or its part-time equivalent** experience in two-way radio dispatching or two-way radio communications; OR,
- (B) Eighteen (18) months as a volunteer for an emergency services organization* with a minimum of 100 hours of responsible emergency services dispatching experience; OR,
- (C) Graduation from a regionally accredited or New York State registered college or university with an Associates degree in Fire Science, Police Science or Criminal Justice; OR,
- (D) Any equivalent combination of training and experience as defined by the limits of (A), (B), and (C) above.

*Emergency services organization to include but not be limited to volunteer firefighting, ambulance, or police auxiliary organizations.

NOTE: Where the minimum education requirement is not met, additional dispatching experience may be substituted on a year-for-year basis.

NOTE: Depending upon assignment, possession of a current New York State certification as an Emergency Medical Technician may be required at the time of appointment.

If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

Special Requirements:

Depending on position duties, candidates for employment with Monroe County Government will be required to pass a pre-employment drug test.

** part-time equivalent experience is as follows:

- 0-9 hours per week = no credit
- 10-19 hours per week = 1/4 (one-quarter) of full-time work
- 20-29 hours per week = 1/2 (one-half) of full-time work
- 30 hours or more per week = full-time work

Work experience must be paid full-time, or its part-time equivalent. Employment dates, average number of hours worked per week, and job duties must be included.

Residency Requirement:

Applicants must be residents of Monroe County for at least four (4) months at the time of examination.

Fees:

A \$15.00 **non-refundable** Application Fee for each examination for which you apply is to be paid with your application, unless the fee is waived for that examination.

Make check or money order payable to: Monroe County Director of Finance

Write your SOCIAL SECURITY NUMBER AND EXAM NUMBER(S) ON YOUR CHECK OR MONEY ORDER.

Be sure to compare your qualifications carefully with the requirements listed and file only for those examinations for which you clearly qualify and intend to take. We cannot prescreen applications submitted without the fee. No refunds will be made if your application is disapproved or you fail to appear for the test. There is a \$15.00 charge for returned checks. We do not accept cash.

Exception to Fee Requirement:

An exception to the application fee will be made only for persons receiving Supplemental Security Income (SSI) payments or public assistance, or certified as Workforce Investment Act (WIA) eligible through a state or local social service agency, and for those who are unemployed and primarily responsible for the support of a household. Employees of Monroe County who are represented by the Federation of Social Workers, Local 381, are eligible for this waiver for all exams if they are in salary group 52 and below; employees in a salary group above 52 are eligible for the fee waiver, if the examination is for a title in their career field. Employees of Monroe County who are represented by C.S.E.A., Local 828, are eligible for this waiver, if they are in salary group 10 or below. The fee is waived for all Monroe County employees taking promotional exams. Individuals wishing to claim this waiver of fee must complete an application fee waiver request located on the last page of the application. Such claims are subject to later verification and, if not supported by appropriate documentation are grounds for barring appointment.

Description of Duties:

This is a highly responsible and moderately difficult position involving operating radio, telephone and related equipment for the efficient relay of information and dispatch of personnel and equipment used in the protection of life and property. Employees receive extensive on-the-job training and must exercise precise judgment, alertness and responsiveness in emergency situations. In smaller jurisdictions the employee may be required to clean work areas and emergency equipment and perform routine maintenance chores. The employee reports directly to and works under the general supervision of a senior employee or ranking uniformed officer and is given leeway to exercise independent judgment in an emergency situation. Public Safety Dispatching is a 24-hour activity, requiring dispatchers to work flexible schedules.

Scope of Examination:

The examination for this position will consist of two parts: (1) a multiple-choice, written test and (2) a qualifying 911 performance test. Candidates must pass **both** parts of this examination in order to receive a final passing grade for the entire examination.

A multiple-choice written test will cover knowledge, skills and /or abilities in such areas as:

1. Coding/decoding information

These questions test your ability to use written directions to code and decode information accurately. You will be asked to apply sets of coding rules to code information and to interpret coded information. Complete directions will be provided; no previous knowledge of or training in any coding system is required.

2. Following directions (maps)

These questions test your ability to follow physical/geographic directions using street maps or building maps. You will have to read and understand a set of directions and then use them on a simple map.

3. Retaining and comprehending spoken information from calls for emergency services

These questions test retention and comprehension of information in calls for emergency services. Some questions test retention of specifics, such as street addresses, or comprehension of the spoken information, such as determining the location of a site in relation to landmarks. Each of these questions is weighted 1.0. Other questions test comprehension

and application of directions for filling in a form. Each of these questions is weighted 0.2. Several simulated 911 calls will be played on audio tape. After listening to each call, candidates will be asked from two to four questions about the information that was presented in the call. The time to answer them will be limited. The tape will keep track of the time and, at the end of each answer period, will automatically begin to play the next call. Note paper will be provided. Candidates will be permitted to take notes and to refer to them when answering the questions.

4. Name and number checking

These questions test your ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

5. Understanding and interpreting written material

These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

Performance Test:

A qualifying 911 performance test will also be held at a later date, to be announced. The written test will be a ranking test and the performance test will be a qualifying (pass/fail) test. You must pass both the written and performance tests to be considered for appointment. You will not be called to the performance test unless you have passed the written test. Since the performance test is qualifying (pass/fail), if you pass the performance test your final score for the examination will be the score that you achieve on the written test.

Candidates may be invited to the performance test in the order of the scores they achieve on the written test. The County reserves the right to give the performance test to only as many candidates as are needed to fill available vacancies.

The test will be administered on a conventional personal computer (PC). You will be using a conventional PC keyboard, but you will not be using a mouse.

Performance Test Waiver:

If you have passed a 911 keyboarding performance test administered by a local jurisdiction in New York State with five (5) years of the written test, the performance test may be waived. If you request a waiver, you must submit verifiable evidence of qualifying within 30 days of the written test. Information submitted must contain the title, location and date of the performance test taken, as well as proof of passing.

Calculators and Reference Materials:

Most civil service written tests do not require the use of a calculator or slide rule. However, the use of calculators is **OPTIONAL** for this exam. Candidates have the option of bringing a hand-held, quiet, battery or solar-powered arithmetic calculator or a slide rule to the test room. Candidates will not be permitted to use calculators containing spell check, dictionary, language translator, address or telephone book, personal digital assistants, or typewriter keyboard features, or any similar devices. You may not bring books or other reference materials.

This written examination is being prepared and rated in accordance with Section 23(2) of the Civil Service Law. The provisions of the New York State Civil Service Law, Rules and Regulations dealing with the preparation and rating of examinations, as well as establishment and certification of eligible lists for positions in the classified service will apply to this examination.

----- BASIC CIVIL SERVICE INFORMATION -----

Applications:

If you are applying for more than one exam, a separate application is required for each exam. Applications may be obtained at the address or web-site indicated at the bottom of the first page of this announcement.

Candidates must record the Exam Number and Title on the Application.

Note:

Submission of a resume does not relieve you of the responsibility for completing all sections of the official application. The resume is a supplement to the application, and not a substitute for it. To receive credit for a job, basic employment information such as address, name and title of supervisor, average number of hours in the workweek, final salary, reason for leaving, specific job duties, your job title, etc. must be shown.

Certifications and Appointments:

The eligible list resulting from this examination will be established in accordance with the final earned numerical rating of passing

candidates regardless of residence. A municipality or district may exercise its right under Section 23 of the Civil Service Law to request an initial certification of eligibles who have been residents of that municipality or district for at least one (1) month on the date of certification and who are also legal residents of the appointing jurisdiction at the time of appointment, in accordance with their numerical rating. After the names of residents have been exhausted the Commission must then certify in regular rank order the names of non-residents on the list.

Background Investigation:

Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

Special Requirement for Appointment in School Districts and BOCES:

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

Veteran's Credits:

Veterans entitled to and wishing to claim additional points must file in the Monroe County Department of Human Resources an Application for Veteran's Credits (VC-1) form, and a copy of their military discharge papers (DD-214). Disabled veterans must also file two (2) copies of an Authorization for Veteran's Disability Record (VC-4) with the Veteran's Administration. These forms are available at the Monroe County Department of Human Resources and must be filed within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

Candidates currently on active duty may apply within thirty (30) days of the examination. Upon discharge, candidates must submit a copy of their military discharge papers (DD-214). Any extra points will be applied upon our receipt of the discharge papers.

Active Military Members:

Special testing arrangements may be available to applicants who are active military members. For further information contact the Monroe County Department of Human Resources before submitting an application.

Children of Firefighters and Police Officers Killed in the Line of Duty:

In conformance with section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit must provide the necessary documentation to verify additional credit eligibility within thirty (30) days of the examination date. No credit may be added after the eligible list has been established.

Special Arrangements for Examination:

If you need an alternate test date because you are a Religious Observer [for religious reasons, cannot be tested on date of examination(s)] or if you have a disability that requires special accommodations for you to participate in an examination, you must notify us at the address or telephone numbers listed on the front page of this announcement by the application deadline. Indicate your request on the front of your application for each exam, and under separate cover submit a statement outlining the reason for your request, the exam number(s) and title(s), and attach supporting documentation.

Multiple Exam Takers:

Persons also applying for examinations offered by the City of Rochester and/or New York State Civil Service Commission held on the same date must complete a crossfiler form, available from the Monroe County Department of Human Resources, which will provide for special arrangements. Arrangements must be made to take **ALL** examinations at **ONE** test site. Unless this form is filed with the Monroe County Department of Human Resources three (3) weeks prior to the exam date, we cannot ensure that such arrangements will be made. **If you are taking multiple exams on the same date with Monroe County Civil Service Commission only, you do not have to file a crossfiler form.**

Candidates taking more than one (1) exam in different exam series will be allowed the specified length of time for each exam, up to a maximum of eight (8) hours. Example: If you are taking one (1) exam which allows six (6) hours and another exam in a different series which allows four (4) hours, you must complete both tests in eight (8) hours, but you can spend no more time on each exam than the time allotted for that exam.

Admission to Examination:

All applications will be reviewed after the "Closing Date for Filing" listed on the front page of this announcement. If there is a problem with your application, you will be notified in writing and given an opportunity to submit additional information to support your application. If there are no problems with your application, you will be sent an admission notice approximately one week before the exam date. If you have not received your admission notice to appear for the examination **three days** before the date of the exam, call the Monroe County Department of Human Resources at (585) 753-1700.

Issue Date: January 11, 2006